

## About the FSC Life Insurance Code of Practice

NobleOak is a member of the Financial Services Council (FSC) and we abide by the FSC Life Insurance Code of Practice. The code sets out the standards we will be held to when dealing with our clients about all aspects of your cover and what you can expect from us. This includes providing annual reports to the FSC showing our compliance with this code.

We also uphold the **5 Principles of the Code:**

- 1 Clarity and transparency
- 2 Fairness and respect
- 3 Honesty
- 4 Timeliness
- 5 Communications in plain language

A copy of the FSC Life Insurance Code of Practice can be found on their website [www.fsc.org.au](http://www.fsc.org.au).

We have developed **7 Client Guides** that set out the standards we are committed to delivering. Each guide contains relevant information about what you can expect from us during each stage of taking out and managing your cover.

## About this guide

This guide covers the standards for ongoing communication to existing clients about your cover including payment of premiums, changing your cover, financial hardship and if you need additional support.



## Communicating with you about your cover

Once your insurance cover is activated we will contact you at least **once a year** to tell you about:

- the types of cover you have and how much you are insured for;
- any increases to your premiums;
- the risks of cancelling and replacing existing Life Insurance cover;
- what to do in the event of a claim;
- any automatic upgrade of benefits that may have been passed on to you; and
- how you can contact us to discuss options if you wish to change your insurance cover.

We will also tell you the premium for the coming year and the payment mode you have selected.

## Payment of your premiums and changing your cover

You must continue to pay your premium to keep your insurance cover current. If you don't pay your premium we'll send you a reminder. If it's still not paid we may cancel your cover after providing you with a further written notice. Once your cover is cancelled you will not have insurance cover from the date in the cancellation notice.

If you decide to increase your cover, change your waiting period or benefit period or add additional benefits you may need to complete another application which will be assessed by us. You can also reduce your cover or cancel specific benefits attached to your cover and only keep those benefits that you really need.

## Cancelling your cover and associated risks

If you decide to cancel your cover, any premiums already paid in respect of the period beyond the cancellation date will be refunded to you based on pro-rata days remaining. We will process any reimbursement due to you **within 15 business days**.

Where you cancel existing cover and replace it with new cover, then specific exclusions such as the suicide and self-inflicted injuries exclusion generally re-start under the new cover. Also, if you cancel your existing cover before your new cover is activated, you may not have any cover at all.

We will only cancel your cover after we have received a written request from you to do so or if you have not paid your premiums and we issue a cancellation notice. Where we cancel your cover due to non-payment of premiums you can apply to have it reinstated depending on the timeframe from the date of the cancellation notice.

You may need to complete a reinstatement application, which will be assessed by our underwriting team, and pay the outstanding premium. Your cover will not recommence until the day we write to you to tell you your reinstatement application has been accepted. Also, your reinstatement application may not be accepted on the same terms as your original cover or may not be accepted at all or may be subject to special terms.

If your reinstatement application is not successful then we will refund any new premiums you have paid with your reinstatement application **within 15 business days** of when we advise you your application has not been successful.

## Financial hardship

If you are having difficulty paying your premiums please call us so we can discuss various options available to you. You can pay your premiums in instalments over the coming year so you can spread out the payments. There is a small loading of 5% for premiums paid by instalments.

You can reduce your cover at any time whilst your cover is in force and your premium will reduce accordingly.

## People living in a remote or regional area

These days most people are connected with us through email and by phone. However, if you don't have access to email or live in a regional or remote area where mail services take longer then please let us know as we can consider adjustments to the timeframes with you to make allowance for the longer postal times.

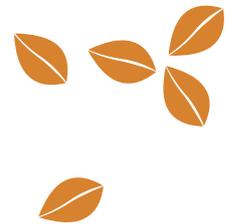


## Do you have any queries?

Please let us know if there is anything you don't understand about your insurance by contacting us on **1300 551 044** or email **enquiry@nobleoak.com.au**. Our staff are trained to provide you with information in simple terms and to assist you in making an informed decision about your insurance cover.

If at any time you find the process difficult to understand then please do not hesitate to let us know so we can find an easier way to assist you.

If you have concerns about some of the terms and language used, we will work with you to appoint an authorised person who can help translate for you.



### If you need assistance

If you have any questions please:



**call:** 1300 551 044 between 8.00am-6.00pm Mon-Fri (AEST),  
or



**email:** enquiry@nobleoak.com.au and we'll get back to you within **1 business day**,  
or



**mail:** NobleOak Life Limited, GPO Box 4793, Sydney NSW 2001

You can find all of our Client Guides on our website [www.nobleoak.com.au](http://www.nobleoak.com.au)

- Guide 1 - Our Commitment to You
- Guide 2 - During Your Application
- Guide 3 - When You Buy Life Insurance
- Guide 4 - Ongoing Communication About Your Cover
- Guide 5 - Managing Your Concerns
- Guide 6 - Access to Your Information
- Guide 7 - Making a Claim